



INTEGRATED INTERNATIONAL SCHOOL

📍 Capital Square Two, 21 Church Street #01-01, Singapore 049480
☎ +65 6466 4475 @ admission@iis.edu.sg / info@iis.edu.sg 🌐 www.iis.edu.sg

Student/Parent Handbook



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Welcome Message From Founding Principal



Welcome to the Integrated International School (IIS). Congratulations on having taken the first step to obtain a one-of-a kind, quality education in Singapore! We are happy to welcome you to our multicultural family. We are proud of our boutique school and know that we will be able to make learning an exciting, successful journey for you!

We offer a strong curriculum, caring teachers and a stimulating programme. Whether you're new to our school or returning for another year, we have prepared this handbook for you to refer to if you have any questions about our school's programmes, procedures and community.

Please take some time to familiarise yourself with our school's culture. We hope it will serve as a useful guide in answering questions you may have about the school year.

IIS prides itself on being a contemporary, international school, which places just as much emphasis on our students' academic successes as well as their well-being. Simply put, our students' feelings and strengths matter and are at the heart of our programme. Ensuring a student's well-being at school also means that teachers are flexible in adapting their lesson plans to each individual student's strengths and learning style. Our multi-cultural teaching staff are well-versed in the art of scaffolding their students' learning and take a collaborative teaching approach in the classroom.

We are pleased that you will be joining our family and everyone is eagerly waiting to have you be part of our community of learners.

Warmest Regards,

Dr. Vanessa von Auer
CEO/Founding Principal



About The School

Redefining Success

Founded in 2009 by Dr. Vanessa von Auer, one of Asia's leading child experts, IIS is built on the principle that every child is capable of success that goes beyond one definition. We believe that success spans a wide spectrum of possibilities. We know that no two students are the same, and that no individual child has the same response to learning in every situation.

Our ultimate goal is for all our students to achieve their own highest level of success, whatever their learning style, by working with teachers who will adapt lesson plans to each individual student's strengths or preferred intelligence. Helping your child create their own path to success is what we work towards every single day. We believe that every child deserves a great quality education and the opportunity to be a successful human being. From this belief stems our motto that every child can be successful with the right teaching approach, which may consist of more than just one approach.

Who we are

“Two educational approaches”

One of the most powerful influences on a child's life is their schooling years. In Singapore a lot of emphasis is placed on academic excellence in schools, resulting in an environment in which not every child thrives equally.

At the Integrated International School (IIS) we firmly believe that the traditional ‘one size fits all’ approach to learning does not suit every child. That is why we offer two teaching approaches, catering to both mainstream students, who benefit from the diverse educational experience and supportive environment here; and mainstream students with individualised needs, who benefit from the additional resources and support available offered in-house. With both approaches running side by side, each student receives the differentiated learning experience they deserve, as well as developing perspective-taking and a greater understanding of their fellow students.

To date, we are one of only a few international schools in Singapore catering to both mainstream students as well as students who need a more supportive approach. Our nurturing and developmental way of teaching ensures that all our students are able to excel in their own ways, achieving academic as well as socio-emotional excellence.

We Stand Out Because

Amongst the big jungle of international schools in Singapore there exists a humble school with no less an impact on Singapore's educational arena. We stand out because we “redefine success” for students. This means that we are acutely aware of each individual's multiple intelligences and ways they might prefer to demonstrate their learning. According to Howard Gardner, Ph.D., Professor of Education at



Harvard University, the theory of “Multiple Intelligences” goes beyond basic ways of learning. In fact, since his original descriptions of the 6 different types of intelligences, it is widely understood that at least 9 intelligences represent children’s learning aptitudes. As such, our curriculum caters to all types of learners/intelligences (verbal-linguistic, logical-mathematical, spatial-visual, bodily-kinesthetic, musical, interpersonal, intrapersonal, naturalist, existential) by offering intimate classrooms, along with enviable teacher to student ratios and customised lessons to foster individual as well as collective strengths, creating an integrated atmosphere. In a nutshell, the Integrated International School stands out because:

1. We offer an international education based on the British curriculum
2. We do not believe in a “one size fits all learning approach” and thus offer two educational teaching approaches: 1.) mainstream, and 2.) mainstream with individualised education support
3. We believe that in addition to a vigorous academic programme, students require a core socio-emotional curriculum to feel successful in a holistic manner
4. Our Support Department provides easy access to individualised education plans (IEPs) and learning support services (i.e., behavioural and counselling support, speech and language therapy, educational therapy, occupational therapy, social skills training, etc.) in small-group or individual format
5. Our high teacher-student ratio makes our classes flexible to tailor the teaching approach to suit the interests and learning preferences of each student

Location

The Integrated International School is located Capital Square 2, along 21 Church Street, Singapore 049480. It is accessible from Raffles Place and Telok Ayer MRT. Bus numbers 186 and 970 also stop at OCBC Centre bus stop opposite the school. From there, it is a short walk across Church Street to the school.

Registration

The school is registered with the SkillsFuture Singapore (SSG) of Singapore. The registration number is 201012199C and the registration period is from 13 July 2024 to 12 July 2028.

EduTrust

IIS is certified by SSG to be compliant with Edutrust quality assurance scheme. The certificate number is EDU-2-2145 and the validity period is from 26 Feb 2022 to 25 Feb 2026.

The EduTrust Certification Scheme (EduTrust) is a quality assurance scheme administered by SSG for private education institutions in Singapore. It aims to distinguish private schools that are able to consistently maintain a high standard of quality in the overall provision of education services and make continual improvements that lead to positive student outcomes.



Council of International Schools (CIS)

IIS is part of the CIS community of 1400 schools and universities around the world. IIS is committed to the shared values held by CIS – a desire to provide students with the knowledge, skills and abilities to pursue their lives as global citizen and a commitment to high quality education and sustainable school improvement.

Pearson Excel

IIS have been approved as a centre by Pearson to offer: Edexcel Academic Qualifications. The Centre Number is: 95328.

Cambridge Assessment International Education (CAIE)

IIS have been approved as a Cambridge International School to offer:

- Cambridge International General Certificate of Secondary Education (IGCSE); and
- Cambridge International Advanced Subsidiary Level and Advanced Level (AS/A Level)

The School Number is: SG086.



Mission Vision and Values

Vision Statement

The Vision of Integrated International School is to redefine success for students of all abilities, preparing them to succeed on the global stage.

Mission Statement

The Mission of Integrated International School is to provide every child with personalised support in a nurturing learning environment, enabling them to achieve their full potential.

Our Core Values

Our organisational values are Inclusion, Kindness, Respect, Passion and Quality.

Our Culture

We strive towards cultivating a warm, supportive, close-knit community which encourages harmony, care, collaboration, creativity, professionalism and cultural sensitivity in all areas of interaction.



Academic & Examination Boards

Academic Board

Academic Board is the prime academic decision-making body of the school. It is responsible for overseeing the development of academic activities of the school, formulating and reviewing policies, guidelines and procedures in relation to academic matters in order to maintain the highest standards of teaching. Its primary duties are:

1. Developing the policies and procedures to ensure academic quality and rigour such as:
 - a) Ensuring that the content and duration of the modules or subjects, as well as the entry and graduation requirements of the course are appropriate; and
 - b) Approving the deployment of teachers based on the requirements stipulated by SkillsFuture Singapore
2. Facilitating the private education institution to implement and comply with the policies and procedures developed; and
3. Reviewing, at least once every 2 years, the academic policies and procedures

Examination Board

Examination Board is responsible for the development of examination and assessment procedures, such as developing and facilitating the implementation of procedures to:

- Ensure the security of examination scripts and answer scripts;
- Ensure the proper conduct of examinations and assessments;
- Define and ensure the proper discharge of duties and responsibilities of invigilators and markers;
- Conduct moderation of examination and assessment marks; and
- Handle appeals from students with regard to examination or assessment matters.

The school's Academic & Examination Board members are listed on our website at <https://www.iis.edu.sg/disclosure>.



Our Facilities

The school has 12 classrooms, each equipped with whiteboards, desks and chairs. In addition, air-conditioners have been installed to provide greater comfort and create a conducive environment for learning. The floor area and capacity of each classroom is as given below.

Classroom #	Floor Area (sqm)	Maximum Capacity
L104	34	22
L105	15.89	10
L106	15.61	10
L107	16.72	11
L108	17.65	11
L113	28.80	19
L117	23.5	9
L205	20.62	13
L210	23	15
L211	22.3	14
L212	24.53	16
L214	17.65	11

The Integrated International School has various facilities for to conduct its various support services such as the Counselling, Speech Therapy, Naturalistic Behaviour Intervention and Occupational Therapy Suites.



Safeguarding Policy and Procedure

The school safeguarding policy and procedure ensure a safe and nurturing environment for students learning and development and to respond promptly to concerns relating to the welfare of the students and allegation of abuse.

Definition of Child abuse

Child abuse is defined as any act of commission or omission by a parent or caregiver which would endanger or impair the child's physical or emotional well-being.

Forms of child abuse:

- a) Physical Abuse
- b) Neglect
- c) Sexual Abuse
- d) Emotional and Psychological Abuse

Safe Working Practice

It may be necessary and/or appropriate at times to make physical contact with children and young people, as in an emergency. These include providing technical instruction in subject areas such as sport, music or other learning activities that require instruction in fine motor skills such as teaching a child to write, can include preventing a child from falling, administering first aid, comforting a distressed child, helping a child or young person with mobility difficulties, or visual or hearing impairments.

Any physical contact may be misconstrued, misunderstood, or questioned by others. It is important that adults be prepared to explain their behaviour.

Staff are trained in CPI Safety Intervention Foundation program, which provides them with the skills to cultivate a culture of safety within IIS. The staff uses a variety of approaches depending on how the crisis develops and the behaviour level of the student.

The procedures to report a breach of the safeguarding policy are as follows:

1. IIS receives the concern in any mode of communication from the public, staff or students.
2. Upon receipt of the concern, the Principal will direct the relevant manager or staff to look into the matter. These include:
 - a) attending to the safety of the child;
 - b) vetting the child's personal records;
 - c) conducting any investigation and collating the information and findings

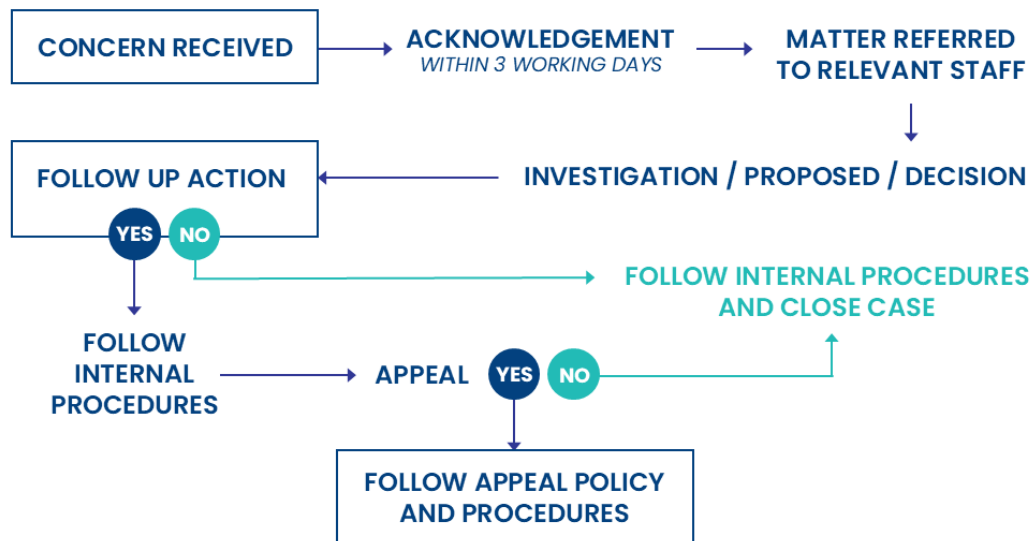


- d) informing the Principal of any mandatory action(s) from the relevant governmental authority is required
3. All such allegations against members of staff should be reported immediately to the Principal/COO/CEO immediately without delay. Allegations against a staff who is no longer employed by the school will be referred to the relevant authority.
4. If a matter has been referred to external governmental authority, the school management of the matter will be limited to internal risk assessment and management and any other actions as directed by the external authority
5. The scope of the investigations shall include but is not limited to the following:
 - a) Clarify the allegation/concern;
 - b) Clarify the identities of the children or young people involved;
 - c) Clarify the identity of the staff member who is subject of the concern; and
 - d) Clarify when and where the alleged incident(s) occurred
6. For concern relating to any staff member interaction, the principal, whilst pending the outcome of the investigation may take the following action(s) on the staff of concern:
 - a) Re-designate the staff's job scope;
 - b) Temporary suspension from official duty;
7. The designated officer gives an acknowledgement or initial response to the complainant within 3 working days.
8. The designated officer investigates the complaint and in consultation with the Principal, replies to the complainant and resolves the matter within 7 working days.
9. In the event that the allegation by the student is shown to be deliberately invented or malicious, the Principal/CEO/COO may decide to take disciplinary action in accordance with the school's behaviour code against the complainant.
10. In the event that the allegation by the parent is shown to be deliberately invented or malicious, Principal/CEO/COO will consider whether to require that parent to withdraw their child or children from the school on the basis that they have defamed the reputation of the school and/or the character of the staff of concern.
11. As appropriate, the Principal discusses the concern with the Management Team to draw learning points.
12. The relevant manager then follows up with appropriate actions. The Principal will close the case if no further action is required. For further actions pertaining to the staff of concern, the staff Discipline Procedures applies.



Safeguarding Flowchart

INTEGRATED INTERNATIONAL SCHOOL SAFEGUARDING FLOWCHART





Disability Policy

The school disability policy is to create an inclusive education and training environment for all prospective and current students with disabilities seeking to or studying at Integrated International School. The school is committed to providing a positive learning environment for all students, celebrating diversity and ensuring equal opportunity.

According to Singapore's Enabling Masterplan, persons with disabilities refer to those whose prospects of securing, retaining places and advancing in education and training institutions, employment and recreation as equal members of the community are substantially reduced because of physical, sensory and intellectual disabilities as well as autism.

Forms of disabilities:

- a) Physical disabilities can result from congenital causes or acquired from serious illnesses or injury.
- b) The two main types of sensory disability are visual impairment and deafness/hard of hearing. People with such disabilities have either partial or complete loss of sight or hearing.
- c) Intellectual disability is mainly established by a person's intelligence quotient (IQ of 70 or below).
- d) Autism is a neurodevelopmental condition currently with no known causes or cures.

Commitment, Responsibilities and Obligations

Commitment

All staff and students at all levels of the organisation are encouraged to embrace diversity and inclusion. The commitment will ensure that all staff members at our school are informed about the wide diversity of disability issues among students. Students will also participate in induction activities to ensure they are aware and understand the wide variety of disabilities within the school. The collective informed knowledge will enable the organisation to cultivate an inclusive environment that promotes the education, employment and wellbeing of all students with disabilities in the school.

School Responsibility

The school is responsible for training, educating and assisting staff to engage them in a broad comprehensive understanding of the diverse learning needs of students with disabilities. The Academic Department promotes diversity and inclusion across all levels of the school through its activities. It involves ensuring equal opportunities for all and promoting inclusive teaching and learning for students with disabilities as well as all mainstream students in the school.

The school is responsible for ensuring appropriate inclusive teaching strategies and reasonable adjustments are in place to support students participating in the support approach.



Staff Responsibilities

The staff is responsible for developing knowledge and empathy for students with disabilities. Staff members must keep up to date on inclusive teaching practices and consider innovative and reasonable adjustments to ensure the full participation of students with disabilities in classrooms, offshore and online. Providing support options and provisions can be done in consultation with the Academic Department. The school will be better able to respond to ensure that students with disabilities have equal opportunities in school.

Student Responsibilities

All students must take responsibility for their behaviour while interacting within their daily school life and must be considerate of the needs of students with disabilities. There will be no tolerance of bullying, harassment, sexual harassment or victimisation of students in general but especially of students with disabilities at the school. Such inappropriate behaviours will be reported to the authorities at any time. For any assistance from the Admissions/Student Services, disabled students should contact the school directly. The school may require the student to submit documentation of their disability before they are allowed to receive assistance.

Obligation of the School

The school's responsibility is to ensure that appropriate resources are available to meet the school's obligations for providing reasonable adjustments and meeting the needs of students with disabilities who are registered at the school. According to the recommendations as stipulated in the Enabling Masterplan 3, the school will take reasonable steps to include consultation about reasonable adjustments, to ensure that students with disabilities are able to undertake the following on the same basis as students without disabilities and without experiencing discrimination: (i) Enrolment (ii) Participation (iii) Curriculum development, accreditation and delivery (iv) Student support services (v) Elimination of harassment and victimisation.

Support for Students with Special Education Needs (SEN) in Mainstream Schools

Enrolment

- a) Prospective students will not be discriminated against based on disability. Students with disabilities must meet the course entry requirements just like all other students.
- b) The application form encourages students to disclose disabilities. The school encourages students to disclose their disabilities and ensures they receive appropriate support and assistance with their studies.



Participation

- a) The school will take all reasonable steps to ensure the inclusion and accessibility of students with disabilities to all aspects of the student and campus life.

Curriculum Development, Accreditation and Delivery

- a) The school aims to offer its training programs and to promote inclusive teaching and learning practices that will benefit students with disabilities by giving them equal opportunities to participate in educational experiences. Students with disabilities will receive reasonable accommodations and support to ensure that they can meet the inherent course and assessment requirements and satisfy the relevant educational standards related to their studies.

Student Support Services

- a) Students of all abilities, including those with disabilities, can receive intervention (i.e., behavioural therapy), counselling, study skills and course advice from the school.
- b) Students with disabilities who complete the application process through disclosure can receive support from the school's 'Support Services'. Students with disabilities may be asked to provide relevant medical documentation. The academic support provision will be negotiated once the registration process is complete, allowing students to ensure equal participation in learning and study.

Elimination of Harassment and Victimisation

- a) The school provides educational and other services to all students, including those with disabilities, without discrimination, harassment, or victimization.

Procedures For Dealing with Complaints

The procedures for dealing with complaints which breach this policy are the same as those set out in the school Safeguarding Management Systems Policy.

Professional Development and Awareness Raising

Staff induction and professional development programs will include components on disability awareness and rights and on the obligations of education and training providers.

The school will provide training, education and assistance to management and staff to equip them to work effectively with student/s with disabilities.



External agencies offering information to students

The school endeavours to provide a robust environment where students' concerns are attended to and addressed internally. If a student with disability is not satisfied with the outcome of any internal complaints and grievance process, the student has the option of seeking additional support and assistance from an external agency including but not limited to those listed below:

External Agencies	
Committee for Private Education 1 Paya Lebar Link #08-08 Paya Lebar Quarter 2 Singapore 408533 Email: https://portal.ssg-wsg.gov.sg/ Tel: 6785 5785	SG Enable 20 Lengkok Bahru Singapore 159053 Email: contactus@sgenable.sg Website: www.sgenable.sg Tel: (65) 1800-8585-885



Student Support Services

The School's Student Support Services include a number of services for all students. Services provided include:

Behavioural Therapy & Modification Techniques

Our teachers, psychologists and therapists implement a spectrum of behaviourally, empirically sound approaches rather than to use just one set approach. This tailored approach results in individualised, positive and effective relationships between students and specialists, which makes the intervention journey effective. Some of the behavioural approaches (which may include disciplinary measures) used include but are not exclusive of:

Naturalistic Behaviour Intervention (NBI)
TEAACH
Cognitive Behavioural Therapy
CPI Behaviour Management and De-escalation Solutions
Sensory breaks

Counselling

Offering students either basic individual and/or group counselling, our counselling services focus on helping students discuss anything that is on their mind. Counselling sessions assist them in identifying emotions and provide them with tools to cope with their individual stressors, to develop self-awareness and mindfulness skills, as well as problem-solving skills. Our counsellors use an integrative approach and thus use a range of therapeutic modalities, some of which include but are not exclusive of:

Cognitive Behavioural Therapy
Expressive Therapies (i.e., art therapy, psycho-drama, etc.)
Solution-Focused Brief Therapy

For complicated cases and situations, students will be referred to respective professional counsellors in external agencies.

Social Skills Training

A significant portion of a child's life is about being social, learning to interact spontaneously with peers and to acquire complex social know-how as they mature. All of these experiences in school lead children to become socially competent and self-assured adults. Grooming such skills are therefore pivotal to a child's development. Our social skills groups are open to students who could benefit from enhancement of their social skills. Some of the topics covered in such groups include but are not exclusive of: self-awareness & self-esteem, verbal & non-verbal behaviour, identifying emotions, collaborative teamwork, social conduct specific to developmental level, etc.



Occupational Therapy (OT)

OT takes into account each child's sensory needs and physical/motor skills. OT is used to help children strengthen movement patterns or fine motor skills, muscle tone, body-form-spatial perception, motor planning skills, play skills and processing sensory information. Additionally, OT helps with self-regulation to improve attention and impulsivity.

Speech Language Therapy (SLT)

SLTs typically assess and help improve speech, language and oral/feeding/swallowing skills. Treatment areas can include articulation and sound production, language and reciprocal conversation development, as well as strengthening of muscles around the mouth and jaw to improve oral-motor skills.

Additional Student Support Services

Student Orientation Programme

The school provides a casual orientation programme for new students, to help them know the school and its services and operations better. The orientation will cover many areas such as fee matters, fee protection system, school policies, procedures and rules, attendance requirements, leave application, etc. The new student will meet with the teachers and fellow classmates who are assigned as the new student's buddies.

Parent-Teacher Meeting

The school organises regular Parent-Teacher meetings to provide parents and/or guardians with feedback on students' performances in school.

Tuition Referral Services

Upon request from students or parents/guardians, the school can provide tuition referral services for students who need more assistance in their subjects. The tutors may be teachers of the school and/or other external teachers who have been vetted by the School.

Exam Registration/ Exemption/ Accommodation, Support Request and Results Checking

Accommodation and support request for all IIS examinations must be submitted to the Principal/Vice-Principal via the Parent/carers consent for Accommodation and Access Arrangement Form 6 weeks prior to the 1st day of the examination period.



Accommodation and support request for all external examinations must be submitted to the Principal/Vice-Principal in accordance with the relevant authority Access Arrangements and Reasonable Adjustments procedures.

For all external exams, the school will help the students to register for their examinations. Due notification will be given. The school may also assist in retrieving the examination results for the students.

Students Pass Application

Holders of valid Long Term Visa Pass, Dependent's Pass and Immigrant Exemption Order are not required to obtain a Student Pass or Letter of Consent to pursue full-time studies at Private Education Institutions (PEIs) in Singapore.

If the existing pass expires or is cancelled during the course of the student's studies, the international student will need to apply for a Student's Pass to continue his/her studies.

Foreign students can apply for Student Pass to study in IIS. Please refer to the ICA website at <https://www.ica.gov.sg/visitor/studentpass/peo> for student pass application procedure.

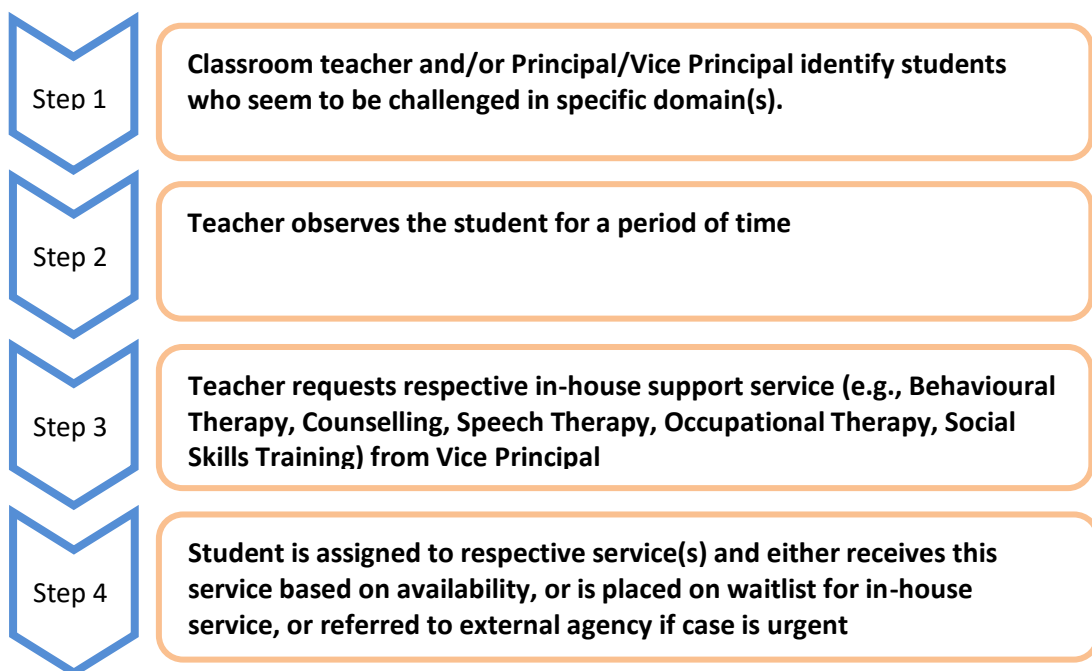


Procedure for access to Support Services

In-House Support services include the following:

- Counselling
- Naturalistic Behaviour Intervention (NBI)
- Speech Therapy
- Occupational Therapy

Students who need support services may approach the school via the steps below:





School Activities

The Integrated International School organises periodic field trips and excursions to various places in Singapore to provide a holistic education to students.

Excursions and Field trips

The school may organise excursions, field trips or other events to provide students with a more holistic education experience by cultivating social responsibility in them via community involvement projects/activities. These are conducted once per term and dates are listed on the school's academic calendar. Details regarding the trip will be shared with families prior to the event via our School Newsletter/email.

In addition, the school also organises varied "Community Days" each term. These events are open to all teachers, students, parents / guardians and aim to foster a close-knit community. Such examples of community days include International Food Fair, Art Auction and End of Year Performance.

Extra - Curricular Activities (ECA)

The school organises a wide range of ECA activities to foster and augment character building, social interaction, healthy recreation, self-discipline, self-confidence, perseverance, optimism, honesty, steadfastness, and other leadership qualities in our students.



Singapore Ministry of Education (SkillsFuture Singapore)

For any educational related services pertaining to your education in private institutes, you can visit the Committee for Private Education.

1 Paya Lebar Link,
#08-08 Paya Lebar Quarter 2,
Singapore 408533

Tel: (65) 6785 5785
Feedback: <https://portal.ssg-wsg.gov.sg/feedback>
Website: www.ssg.gov.sg/cpe/pei.html

Opening Hours:
Mon – Fri 9.00am - 5.00pm
Sat, Sun and Public Holidays Closed



Student Pass Matters

Approval of Student Pass

Student Pass Matters Student Pass Approval is solely dependent on Immigration and Checkpoints Authority and is not within the IIS's control. Once the Student Pass is approved, the pass is only valid for study in Integrated International School.

Terms and Conditions for Student Pass Holders

Students who hold the Student Pass studying in Singapore are not allowed to work part-time/full-time (with or without salary), in accordance to the law of immigration and Checkpoint Authority (ICA) and Ministry of Manpower (MOM). Students who hold the Student Pass studying in Singapore should not be engaged in fights, alcoholic drinking, unauthorised gambling, robbery/stealing, drugs, prostitution, pregnancy or any illegal activities. Students who hold the student Pass studying in Singapore should not criticise, condemn or denounce the Singapore Government, the institution, either verbal or in writing, or violate the institution rules. Students who fail to meet 90% attendance rate for the month will be reported to the ICA.

ICA reserves the right not to renew/extend the Student Pass if the foreign student does not have at least 90% of attendance in the course of study. Student Pass must be surrendered for cancellation within seven (7) days from the date of termination of their study or graduation. The following documents are to be produced; For more information please refer to www.ica.gov.sg

Renewal of Student Pass

Students/Parents must inform IIS at least 8 weeks prior to the expiry of the student pass on their intention to renew. IIS will assist to apply the renewal with ICA upon collection of the necessary documents and payment from the students/parents.



Fees & Fee Protection Scheme

Fees

Please visit IIS website for fees payable.

Fee Protection Scheme (FPS)

The Fee Protection Scheme (FPS) serves to protect students' fees in the event a private education institution is unable to continue operating due to insolvency, and/or regulatory closure. The Fee Protection Scheme also protects students if the private education institution fails to pay penalties or has to return fees to the students arising from judgement made against it by the Singapore courts.

EduTrust-certified private education institutions are required to adopt the Fee Protection Scheme to provide proper protection to the course fees paid by their students. Course fees protected exclude the application fee, FPS fee, miscellaneous fees and GST.

Fee Protection Under the Insurance Scheme

For fee protection for students of SSG registered courses, the Integrated International School uses the FPSG Insurance Scheme with Lonpac Insurance Bhd. You may ask for a copy of this Certificate from the school's Admin Officer, or visit our website to view the certificate.

Payment Methods

Payments can be made to the Integrated International School in cash, cheque, cashier's order, transfers via banking options, credit cards/AMEX, internet banking and PayNow. All course fees paid will be covered under FPSG insurance and a monthly FPS Data report is submitted to the insurer.

Bank Details

- Bank Account Name: Integrated International School Pte Ltd
- Bank Name: OCBC
- Account Number: 517-508941-001
- Swift Code: OCBCSGSG

Non-Payment of Fees

As per the PEI-Student contract, IIS considers a payment made 30 days after the scheduled due date(s) in Schedule B for the Course Fees and 30 days after the scheduled due date(s) in the invoices for the Miscellaneous Fees as late. The concerned may be suspended from class at this point until all fees,



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including the late payment fee, are paid in full. If the required fees are not paid within 2 (two) weeks from this point, the student may be auto withdrawn from the school. There will be no refund of any fees paid.

If the student would like to continue to study in IIS, the Student Selection and Admission process will apply with payment of all the required fees.



Student Contract

Policy

1. Every student of the school studying in a course which is more than two [2] months in duration, shall be bound by a Student Contract till the end of the course
2. The Student Contract is mandatory for every student studying in IIS.
3. Before signing the Student Contract, an Advisory Note shall be given to the student or the Guardian (if the student is below eighteen [18] years old). The Advisory Note outlines the main items to look out for within the Contract.
4. The staff in charge of compiling the Student Contract is obligated to respond to any queries of the students' or guardians' pertaining to the Contract details.
5. The student Contract should contain the following information accurately
 - Course Name and Modules, Duration or Contact hours including Exams and Holidays
 - Refund Policy
 - Course Withdrawal / Course Transfer
 - Dispute Resolution Methods Available
 - Fee type, Total Fee Payable and Payment Schedule
 - Course Commencement and End Date
 - Fee Protection Scheme Detail
 - Policies on academic and disciplinary matters
6. The Student Contract serves as a legal documented proof for disputes related to claims from the School.



Course Completion Criteria

Graduation Criteria

For all courses, student must meet the minimum attendance requirements allocated by the school in order to graduate from the course. Graduates may move on to a new course or module of a higher level. For graduation criteria of individual course, please refer to the website. A student who fails a course is required to retake the course.

Dismissal

A student shall be dismissed from the course if he/she:

- fails to settle all payments due to the Integrated International School by the due date;
- has committed serious act(s) of misconduct
- does not seem to be benefitting from attending the course behaviourally or academically
- fails to maintain the minimum attendance requirement as per ICA regulation for student on Student Pass.

The Management Team or Academic/Examination Board in its place may, in its absolute discretion, alter or waive any or all of the conditions stated above when determining a student's dismissal from the Integrated International School.



Course Assessments

Communication of Assessments and Assessment Methods

The teacher informs the student or parent at least one week in advance of the assessment date during the course.

Frequency of assessment is continual. The methods of assessment may include:

- on-line or class discussion;
- project work (individual or group);
- research work;
- debate or public speaking;
- presentation (individual/group);
- daily assignments (written or oral);
- continual class tests or quizzes;
- practical tests (where applicable);

Criteria for Grading and Awards

To pass a module for Enrichment Programs/Pearson Edexcel IPrimary Early Years Kindergarten, students must attain a minimum Grade 2 on the Achievement Level. Grade 1 to Grade 9 students must achieve a minimum score of 20% in order to pass a module. Students are also informed that for the courses where the award is made by IIS, they will need to meet the conditions as stipulated below to pass the course. Students who sign up for courses that are examined externally are informed of the requirements to be achieved in those courses.

Mainstream Approach

A student in the Mainstream Approach for Enrichment Programs/Pearson Edexcel IPrimary Early Years Kindergarten or Grade 1 to Grade 9 level, must pass two Academic Modules and two Non-Academic Module in order to achieve a pass in the course taken. A student in the Mainstream Approach for IGCSE Grade 10 /11 or As/A Level must pass 4 Modules in order to achieve a pass in the course taken.

Courses	Academic Modules	Non-Academic Modules	Number of Modules required to pass course
Enrichment Programs/ Pearson Edexcel IPrimary Early Years Kindergarten	English Mathematics	Creative Arts PDHPE	2 Academic Modules and 2 Non-Academic Modules



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Grade 1 to 9	English Mathematics Science	Topic of Inquiry Creative Arts PDHPE	2 Academic Modules and 2 Non-Academic Modules
IGCSE Grade 10 and 11	English Language A or English as a Second Language (ESL) Mathematics A History Accounting Business Information and Communication Technology (ICT)	N.A.	4 Modules
As and A Level	Accounting Business English Information Technology History Psychology Mathematics	N.A.	4 Modules

Support Approach

A student in the Support Approach for Enrichment Programs/Pearson Edexcel IPrimary Early Years Kindergarten or Grade 1 to Grade 9 level, must pass one Academic Module and one Non-Academic Module in order to achieve a pass in the course taken. A student in the Support Approach for IGCSE Grade 10/11 or As/A Level must pass two Modules in order to achieve a pass in the course taken.

Courses	Academic Modules	Non-Academic Modules	Number of Modules required to pass course
Enrichment Programs/ Pearson Edexcel IPrimary Early Years Kindergarten	English Mathematics	Creative Arts PDHPE	1 Academic Module and 1 Non-Academic Module
Grade 1 to 9	English Mathematics Science	Topic of Inquiry Creative Arts PDHPE	1 Academic Module and 1 Non-Academic Module



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IGCSE Grade 10 and 11	English Language A or English as a Second Language (ESL) Mathematics A History Accounting Business Information and Communication Technology (ICT)	N.A.	2 Modules
As/A Level	Accounting Business English Information Technology History Psychology Mathematics	N.A.	2 Modules

The following IIS grading scheme is used for Enrichment Programs/Pearson Edexcel IPrimary Early Years Kindergarten:

Grade	Percentage	Description
5	80-100%	Student demonstrates independent mastery of the required skills
4	60-79%	Student demonstrates proficiency of the required skills with support
3	40-59%	Student is approaching grade level expectation of the required skills
2	20-39%	Student is beginning to demonstrate an understanding of the required skills
1	0-19%	Student is not yet demonstrating consistent understanding of the required skills
N/A	-	Student could not be marked due to significant missed days (e.g., late entry to the school term or absences)

Grading to pass: Passing level for module is 2 (minimum 20%)

The following IIS grading scheme is used for each module for Grade 1 to Grade 11:

Grade	Percentage Range
A	≥ 80
B	60 - 79
C	40 - 59
D	20 - 39
E	0 - 19



Grading to pass: Grade 1 to Grade 9 passing mark for module is Grade D (minimum 20%). IGCSE Grade 10 and 11 passing mark for module is Grade C (minimum 40%)

The final grade for each student at the end of the academic year is the average of the 4 term's results achieved by the student.

Student who joins the school after course commencement, their final grade will be the average of all the assessments that the student has taken.

The assessment schemes for modules English, Science, Maths and TOI offered by IIS from Enrichment Programs/Pearson Edexcel IPrimary Early Years Kindergarten 1 – 2 and Grades 1 – 9 are as follow:

Table [A]

Assessment Mode	Weightage
Homework	10%
Class Participation	10%
Continual Assessments (Includes projects, quizzes & mid-term assessments)	80%

**The module of English will continue to be separated into the following components and weightage:*

Spelling (10%)

Language Conventions (10%)

Reading Comprehension (30%)

Writing (30%)

The assessment schemes for Creative Arts offered by IIS are as follows:

Table [B]

Continual Assessments (Tests/Quizzes/Projects/Presentations)	50%
Class Participation	50%

The assessment schemes for PDHPE offered by IIS are as follows:

Table [C]

Skills-based performance	25%
Team participation	25%



Class participation	25%
Personal conduct	25%

The assessment schemes for modules English Language A or English as a Second Language (ESL), Mathematics A, History, Accounting, Business and Information and Communication Technology (ICT) for IGCSE Grade 10 and 11 are as follows:

Table [A]

Assessment Mode	Weightage
Homework	10%
Class Participation	10%
Continual Assessments (Includes projects, quizzes & mid-term assessments)	80%

The Project and Homework component may have sub-components if deemed appropriate by the teacher. These multiple assessments help teaching staff to establish more reliably the abilities, competencies and learning outcomes of students. The teacher collates the assessment results and makes recommendation to the Academic/Examination Board to promote the student to the next level or retain the student. The Academic/Examination Board decides and approves to promote or retain the student.

The criteria for awards:

- Student must pass the course and
- Achieve a minimum of 80% attendance (non-Student Pass student) or 90% attendance (Student Pass student) and
- All fees must be paid in full.

The effort level is derived from the Class Participation of the students which comprises of a set percentage of their termly results as stated in the assessment schemes.

Effort Scale	
Grade	Percentage Range
O Outstanding effort levels	≥ 80
S Satisfactory effort levels	40 -79
NI Needs Improvement	0 -39



Communication of Assessment Results

IIS informs students or their parents of their assessment results through an email to their private email address, unless the student or parent has indicated that other means are preferred.

IIS releases final assessment results after the necessary processing in the beginning of the new academic year.

Termly Assessment Exemption

IIS exempts new students in their first term from the termly assessment unless approval is given by the Principal. Existing students who wish to be exempted for the Termly Assessment must submit the IIS Termly Assessment Exemption Form to IIS at least **4 weeks** prior to the 1st day of the assessment period.

IIS Examination Exemptions

Exemption for IIS Examinations must be submitted to the Principal/Vice-Principal via the IIS Examination Exemption Form **4 weeks** prior to the 1st day of the examination period.

IIS Examination Accommodation and Access Arrangements

Accommodation and support request for all IIS examinations must be submitted to the Principal/Vice-Principal via the Parent/carer consent for Accommodation and Access Arrangement Form **6 weeks** prior to the 1st day of the examination period.

Re-sitting and/or deferred sitting of assessments

IIS does not conduct retest. IIS allows students to defer sitting of assessments under the following circumstances:

- a. Medical or Personal Issues: If the student was unable to attend the original assessment date due to illness or personal reasons (e.g., medical emergencies, family matters)
- b. Exceptional Circumstances: Students who have experienced extenuating circumstances, such as significant disruptions to their academic performance (e.g., well-being challenges)

The students must submit the Leave of Absence and supporting documents e.g medical leave or compassionate. In exceptional cases, such as prolonged illness or family emergencies, IIS will offer student support services to meet the needs of student and implement timely intervention measures to help students with poor conduct or attendance.



Parents may request for accommodations or access arrangement for the sitting of deferred assessments. All sitting from the deferment of assessments must be conducted by the last week of each term. No assessment will be conducted during term breaks.

PEARSON EDEXCEL

Achievement Tests are assessments that are externally administered and marked by Pearson Edexcel and are available in Grade 6 and Grade 9. It uses the post results service, ResultPlus, to post the achievement test results.

The Edexcel International Awards in Primary Curriculum subjects are graded at three levels: P1, P2, P3.

The Edexcel International Awards in Secondary Curriculum subjects are graded at four levels: S1, S2, S3 and S4. Level P3 on the Primary Curriculum is equivalent to level S1 on the Secondary Curriculum.

A boundary mark is the minimum mark at which a level can be achieved. For example, if the boundary mark for S1 is 29 marks, then 29 is the minimum mark at which S1 can be achieved. A mark of 14 would therefore be Unclassified.

Pearson Edexcel iPrimary and iLowerSecondary Grading

Pearson Edexcel iPrimary Awards							
Boundary marks		Max Mark	P3	P2	P1	Unclassified	
JCP11	Computing	60	44	29	15	0	
JEH11	English	60	37	26	17	0	
JMA11	Mathematics	60	47	31	13	0	
JSC11	Science	60	46	33	19	0	
Pearson Edexcel iLowerSecondary Awards							
Boundary marks		Max Mark	S4	S3	S2	S1	Unclassified
LCP11	Computing	80	59	46	24	12	0
LEH11	English	70	40	33	23	15	0
LMA11	Mathematics	80	65	48	25	8	0
LSC11	Science	80	63	53	38	21	0

Pearson Edexcel uses the 9–1 grading scale (aligned with The Office of Qualifications and Examinations Regulation in the UK) in assessing the IGCSE (Grade 11) assessments. The new grade 9 represents a new level of attainment and has been introduced to differentiate top performing students. The bottom of the grade 7 broadly aligns with the bottom of the grade A. There is also greater differentiation in the middle of the scale with three new grades (6, 5 and 4) rather than two grades (B



and C). The bottom of the grade 4 broadly aligns with the bottom of the grade C and the bottom of the grade 1 broadly aligns with the bottom of the grade G.

Pearson Edexcel uses the 9–1 grading scale (aligned with The Office of Qualifications and Examinations Regulation in the UK) in assessing the IGCSE (Grade 11) assessments. The new grade 9 represents a new level of attainment and has been introduced to differentiate top performing students. The bottom of the grade 7 broadly aligns with the bottom of the grade A. There is also greater differentiation in the middle of the scale with three new grades (6, 5 and 4) rather than two grades (B and C). The bottom of the grade 4 broadly aligns with the bottom of the grade C and the bottom of the grade 1 broadly aligns with the bottom of the grade G.

IGCSE 9 – 1 Grading System

	NEW GRADING STRUCTURE	OLD GRADING SCALE
The new grade 9 represents a new level of attainment and has been introduced to differentiate your top performing students. The bottom of the grade 7 broadly aligns with the bottom of the grade A.	9	A*
	8	
	7	A
There's greater differentiation in the middle of the scale, with three new grades 6, 5 and 4 rather than two grades (B and C). The bottom of the grade 4 broadly aligns with the bottom of the grade C.	6	B
	5	
	4	C
	3	D
The bottom of the grade 1 broadly aligns with the bottom of the grade G.	2	E
	1	F
		G
	U	U

In order to ensure that students receive a fair grade, grade boundaries are subject to change after each examination series. This is because sometimes examiners can set question papers that are harder or easier than in previous years. As it would be unfair for students to get a lower grade just because they sat a more difficult paper, or a higher grade just because they an easier paper, grade boundaries are set for each individual exams. The process for deciding grade boundaries is called awarding and its overall aim is to ensure that standards are maintained from one year to the next.

CAIE

The Cambridge International A Level is reported on a grade scale from A* (highest) to E (minimum required performance). There is no A* grade for Cambridge International AS Levels, which run from grade A to E. Each subject is graded separately and no Grade Point Average is calculated. Separate certificates are issued for each examination series. Grades are awarded only for subjects that candidates pass.



The Percentage Uniform Mark (PUM) is a numerical mark provided for some countries alongside grades for each subject. It transfers a candidate's results to a common scale which reports how well they performed within that grade. For example, if a candidate achieves a Percentage Uniform Mark of 79 then they are at the top end of a B grade.

Cambridge International AS & A Level Grading Scale

AS Level Grade	PUM
a	80 - 100
b	70 - 79
c	60 - 69
d	50 - 59
e	40 - 49

A Level Grade	PUM
A*	90 - 100
A	80 - 89
B	70 - 79
C	60 - 69
D	50 - 59
E	40 - 49



Appeal Policy and Procedure

IIS Examinations / Final Grades

Students who have not passed their modules may submit an appeal for review of results using Results Appeal Form through the Office Manager giving their reasons. This appeal must be submitted within 7 working days from the release of final assessment results, together with payment of the required fee.

The appeal is reviewed and decided by the Academic/Examination Board of IIS.

The decision of the Academic/Examination Board regarding the appeal is final.

IIS releases the appeal results within 4 weeks from the official date of release of the final assessment results.

External Examinations

Candidates who are dissatisfied with the outcome of a review of marking or moderation (RoMM) under the Pearson Edexcel curriculum may wish to appeal against the decision. An **application form** can be found on page 20 of the Joint Council for Qualifications document '[A Guide to the Awarding Bodies' Appeals Processes](#)'. The appeal form must be submitted to IIS. IIS must submit all appeals to Pearson within **30 calendar days** from the receipt of the outcome to edexcelappeals@pearson.com.

As/A level candidates who are dissatisfied with the grading may request for IIS to review. If IIS has identified that a grade which it has submitted to CAIE was incorrect, IIS will appeal directly to CAIE via submit Appeals – Form 2 through the 'Enquiries about results' section of Direct within **28 days** of receiving the post-results check outcome. If IIS is unable to submit the form through Direct, it will email to info@cambridgeinternational.org with 'Stage 1 Appeal – EAR' in the subject line. The CAIE Appeal process can be found via [Administrative forms and guidance documents \(cambridgeinternational.org\)](http://Administrative forms and guidance documents (cambridgeinternational.org))

External Partner(s)	Student/Parents to submit the appeal form/request to IIS within:
Pearson Edexcel	7 working days from the release of the results
Cambridge Assessment International Education	7 working days from the release of the results

Any appeals after the deadline will not be entertained.

Appeals against results (Pearson) should be lodged on either of the following two bases:



- the awarding body didn't apply its procedures consistently, properly or fairly; or
- there's been a specific marking or moderation error that has not been corrected at the review stage. Details of the exact error must be provided as the appeals process is not an opportunity to have an assessment generally re-checked in its entirety.

Appeals against results (CAIE) should be lodged on either of the following three bases: IIS have identified:

- a clerical error or an administrative error in the production of a candidate's grade.
- a clerical error or an administrative error in the submission of a candidate's grade on our Grade Submission system.
- a clerical or an administrative error based on how special consideration or access arrangements have been managed, and have identified a reason why the original grade submitted was incorrect.

IIS Examination Appeal Decision

The Office Manager passes the Appeal Form to the Vice Principal, who then discusses with the teacher concerned and the Principal. The Vice Principal then submits the original final assessment results, the student's appeal and his reasons given, and the outcome of the team discussion to the Academic/Examination Board for decision.

The decision of the IIS Academic/Examination Board regarding the appeal is final.

The Vice Principal communicates the decisions of the Academic/Examination Board to the Office Manager, who updates the records and informs students of the outcome of their appeal.

IIS releases the appeal results within 4 working weeks from the official date of release of the final assessment results.

External Examinations Appeal Decision(s)

Pearson Edexcel

Pearson Edexcel will acknowledge each appeal application within two working days of receipt. It will send a letter stating the outcome of the preliminary appeal within 42 calendar days of receipt of a valid appeal application. In the event that the appeals office is unable to complete its consideration within this timeframe, Pearson Edexcel will advise IIS of the likely extent of any delay.

If, following the preliminary appeal, the candidates and parents/legal guardians remains dissatisfied with Pearson Edexcel response, the candidates and parents/legal guardians, through IIS may request the opportunity to present their case at an appeal hearing where a panel of people who are wholly independent of Pearson will consider the case. Further details on this stage of the process will be provided in the preliminary appeal outcome letter and can also be found in the JCQ Appeals booklet.



If, following an appeal hearing, candidates and parents/legal guardians remains dissatisfied, it may submit an appeal via IIS to: Ofqual's Examinations Procedures Review Service (EPRS) where the qualification is in scope. IIS should check the information published by the regulator.

CAIE

CAIE will email IIS to acknowledge the appeal within three working days of receiving it. If IIS have not received an email within that time, IIS will contact CAIE to check if they have received the appeal. One or more members of Cambridge staff, none of whom were involved in the original decision, will review the appeal and any relevant evidence, and will consider whether IIS correctly followed the procedures it developed for the specified year exam series. CAIE will write to IIS within **21 days** of receiving its appeal inform whether it was fully successful, partly successful or unsuccessful. CAIE will not communicate with candidates or parents/legal guardians involved in the appeal. IIS should tell candidates and parents/legal guardians the outcome as soon as it receives it.

If the appeal is not fully successful at Stage 1, the candidates or parents/legal guardians may choose to ask for a Stage 2 appeal within **14 days** of Stage 1 appeal outcome. IIS must submit the relevant appeals form, available from the 'Support Materials' section of Direct, to info@cambridgeinternational.org with 'Stage 2 Appeal' in the subject line. The Stage 2 of the process will involve a hearing before an independent panel. IIS will need to inform CAIE if it wishes to attend the meeting. CAIE will also ask IIS to name representatives who will be attending the hearing. The meeting may be conducted remotely via video link.



IIS Assessment / Examination Code of Conduct for - Candidates

The identity of all Assessment / Examination candidates will be checked by the Assessment / Examination administrator before the assessment / examination starts.

1. Candidates may read the assessment / examination paper or commence writing only after the assessment / examination administrator has given permission to do so.
2. Candidates are to check that they are given the correct assessment / examination paper and the number of printed pages following the instructions from the assessment/ examination administrator.
3. If a candidate arrives late for the assessment / examination by more than 15 minutes after the commencement of the assessment / examination, the candidate may be barred from taking the assessment / examination by the assessment/ examination administrator. Late comers will not be given extra time.
4. If a candidate is late for an assessment / examination and subsequently sees a doctor, the medical certificate he obtains from the doctor cannot be used to apply for leave of absence from that assessment / examination. This also applies to a candidate who starts the assessment / examination or sees the assessment / examination paper but does not complete the assessment / examination for reasons of illness and subsequently obtains a medical certificate, any application for leave of absence from that assessment / examination will not be accepted. Candidates are advised to see a doctor if they are unwell and not attempt to turn up for the assessment / examination.
5. Candidates must ensure that they have the appropriate stationery for each assessment / examination.
6. Candidates are to use only calculators approved by the school, when their use is allowed in an assessment / examination.
7. Candidates are not allowed to bring to the assessment / examination room notes, drawings, pictures, tracings, books, dictionaries (both in book or electronic form), etc, other than those specifically permitted by the assessment / examination administrator. All bags are to be left in an area designated by the assessment / examination administrator.
8. Candidates are to be dressed in school uniform and are not allowed to wear caps or hats during the assessment / examination.
9. Handphones, media players and any other electronic devices e.g. smart watches and google glasses are also not allowed in the assessment / examination room. Handphones, alarms, media players and any other electronic devices must be switched off and left in an area designated by the assessment / examination administrator.
10. Candidates must remain seated in his allocated seat and not stand up or move around during the assessment / examination.
11. Candidates are not allowed to speak to or communicate with another candidate.



12. If any candidate wishes to ask a question, the candidate must ask the assessment / examination administrator directly by first raising his hand. The candidate must remain seated.
13. Candidates must request for permission to leave the assessment / examination and they will be accompanied by a assessment / examination administrator.
14. Eating or drinking are not allowed during the assessment / examination. However, candidates may request permission from the assessment / examination administrator to drink water from their own water bottles or to take medication. Each candidate must place his/her water bottle (if any) on the floor near to candidate's writing desk in the assessment / examination room.
15. If a candidate wishes to leave the assessment / examination room before the specified finish time, the candidate must raise his/her hand and wait until the assessment / examination administrator has collected his/her completed script.
16. At the end of the assessment / examination, all candidates must remain in their seats until their scripts have been collected and they are dismissed by assessment / examination administrator.
17. If a candidate breaks any of these rules during the assessment / examination or afterwards, his paper may not be marked. The assessment / administrator may tell the candidate to leave the assessment / examination room.
18. Disciplinary action will be taken against any candidate found breaching any of the assessment / examination rules, caught cheating or attempting to cheat.



Transfer & Withdrawal Policy and Procedure

Transfer and Withdrawal Policies

IIS allows students to withdraw from a course in accordance with its refund policy.

IIS allows students to transfer from a course X to another course Y within IIS with payment of a transfer fee. This is treated as a withdrawal from course X (refund policy will apply) and a re-enrolment with IIS into course Y. IIS may at its discretion give the re-enrolled student a discount on the course fee for Y. The discount may be up to the un-used portion of the course fee for X.

A transfer to another private education institution is regarded as a withdrawal from IIS.

If the student is below 18 years of age, the parent or guardian's approval for the transfer / withdrawal will be required.

A request to transfer to another course can be accepted if the student meets the admission requirements for the course he wants to transfer to, and there are available places in that course.

For transfers, the service target is to assess and reply to the student's transfer request and complete the transfer process of not more than 4 weeks.

For withdrawals, the service target is to complete the process (including assessing and replying to student's request, change of status of student's pass) of not more than 4 weeks. The period for refund excludes the publicised school holiday periods when the school is closed (term breaks) and staff are away.

Implications of the status of the student pass if international students transfer or withdraw from IIS:

- if the international student withdraws from IIS, IIS would login to the ICA system to cancel the student pass. When cancelled the student would be issued a short term visit pass to remain in Singapore.
- if the international student transfers to another course, IIS would have to apply for a new student pass. They are warned that should ICA reject the application for new pass the international student would have to depart Singapore within a timeline provided by ICA.

Withdrawal Procedure

The procedure for withdrawal is as follows:

- (a) The student gives notice of his intention to withdraw using Withdrawal Request Form by submitting it to the Education Consultant. Withdrawal Request Form



requires the signature of the parent/legal guardian if student is under 18 years of age.

- (b) If student does not change his intention, the Education Consultant will inform Principal, who will interview the student to understand his situation, when necessary.
- (c) Office Manager will obtain the Principal's approval for the withdrawal which the student/parent/guardian will acknowledge.
- (d) The Office Manager, working with the other managers, attends to the various withdrawal matters including
 - reply to student effecting the withdrawal
 - cancellation of the student pass (if applicable)
 - refunding the student if applicable
 - issuing the past attendance records to students that are enrolling in another course in another PEI
 - informing and updating the FPS provider (where applicable)

Where a student has withdrawn without informing IIS through any written request (signed hardcopy withdrawal form or the student's email request), IIS will treat this as an absence-for-an-extended-period case. After a continuous 7-day absence from class, the student name will be reported to Immigration and Checkpoints Authority (ICA), the student pass cancelled, and the FPS provider informed.

Transfer Procedure

The procedure for transfer is as follows:

- a) IIS determines and advises student that it is beneficial for the student to transfer to another course. The student then gives written notice of his intention to transfer course using Transfer Request Form. Transfer Request Form requires the signature of the parent/legal guardian if student is under 18 years of age.
- b) The Education Consultant will
 - check that the student satisfies the Entry Requirements/Pre-requisite of the requested course
 - explain to the student the implications for his student pass, etc. IIS must cancel the current student pass and apply for a new student pass for the new course. Students should not hold IIS liable should the student's pass application not be approved by the Singapore ICA.
 - inform the student that a new application and registration fee is payable upon submission of the form and the fee is non-refundable.
 - inform the student that he can be charged for all modules consumed.
- c) Office Manager attends to or oversees the various transfer matters (if any) including
 - replying to student on the transfer request
 - signing of the new contract / addendum



- cancellation of the existing student pass and application for a new pass
 - calculate un-used fee for course A to be discounted from course fee for course B
 - refund fees of course A if applicable
 - informing the updating FPS provider as per 4.2.2 Fee Collection and Fee Protection Scheme.
- d) Local students will be notified of the outcome within 4 weeks from the receipt of the transfer request. International students will be notified of the outcome of student's pass application within 4 to 8 weeks from the receipt of the transfer request (this may vary and depends on ICA processing period).

In the unlikely event that a student has to transfer from Course A to Course B within IIS because course A is to be phased out, a similar procedure is followed, as follows:

- (a) IIS meets the students and explains to them the reasons for phasing out Course A, and the options open to the student. The Principal follows up with a written letter to the affected students and their parents and/or guardians.
- (b) IIS obtains written confirmation from each student (or the parent or guardian, if the student is below 18 years) as to his agreement to take up course B.
- (c) Where the student (or the parent or guardian, if the student is below 18 years) does not wish to take up course B, the Principal will meet up with the student / parent / guardian to consider alternatives. If no satisfactory alternative is agreed upon, IIS will propose that the matter be brought to the attention of SSG via SSG feedback portal. Alternatively, SSG can be reached at SSG hotline. SSG may advise resolution through the SSG Mediation-Arbitration Scheme which is described on the SSG website. This dispute resolution scheme may, where appropriate, involve the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb).
- (d) Where the student has agreed to take up Course B, the Office Manager will attend to or oversee the various transfer matters including
 - signing of the new contract or of an addendum making the agreed changes to the existing contract, as appropriate. The new contract or the addendum will indicate the fees applicable from then on, taking into consideration any un-used fee for course A to be discounted from the fee for course B
 - cancellation of the existing student pass and application for a new pass
 - informing and updating the FPS provider as indicated in 4.2.2 Fee Collection and Fee Protection Scheme

Deferment Policy

The school's policy is not to allow for deferment when a student has joined IIS. A student who wants to defer will need to withdraw from the school and the school's withdrawal policy will apply.



Refund Policy and Procedure

Refund Policy

The school follows the terms and conditions for refunds as specified in SSG's standard student contract version 4.0. It is the school's policy that the time taken to process the refund meets Edutrust requirements and does not exceed 7 working days. The period of refund excludes the publicised school holiday periods when the school is closed and staff are away.

A. Refund for Withdrawal Due to Non-Delivery of Course

The School will notify the Student within three (3) working days upon knowledge of any of the following:

1. It cannot commence the provision of the Course on the Course Commencement Date;
2. It cannot complete the provision of the Course by the Course Completion Date;
3. The Course will be terminated before the Course Completion Date;
4. The Student does not meet the course entry or matriculation requirements as stated in Schedule A
5. The Immigration & Checkpoints Authority of Singapore (the "ICA") rejects the Student's application for the Student Pass

The student should be informed in writing of alternative study arrangements (if any), and also be entitled to a refund of the entire Course Fees and Miscellaneous Fees already paid should the Student decide to withdraw, within seven (7) working days of the above notice. The period for refund excludes the publicised school holiday periods when the school is closed and staff are away.

B. Refund for Withdrawal Due to Other Reasons/ Outside the Cooling-off Period

If the Student withdraws from the Course for any reason other than those stated in Clause 3.1 of the standard student contract version 4.0, the School will, within seven (7) working days of receiving the Student's written notice of withdrawal, refund to the Student an amount based on the table in Schedule D of that contract. The period for refund excludes the publicised school holiday periods when the school is closed and staff are away.



The said Schedule D reads as follows:

% of [the amount of fees paid under Schedules B and C]	If Student's written notice of withdrawal is received:
[60]	more than 30 days before the Course Commencement Date
[0]	before, but not more than 30 days before the Course Commencement Date
[0]	after, but not more than 7 days after the Course Commencement Date
[0]	more than 7 days after the Course Commencement Date

C. Cooling-Off Period

The PEI will provide the Student with a cooling-off period of ten (10) days after the date that the Contract has been signed by both parties.

The school shall return all Course Fees and Miscellaneous Fees paid to it within seven (7) working days of the receipt of the written notice from the student.

D. Conditions for cancellation of course and Refund

The school reserves the right to cancel a course if the number of students is four or lesser, in which case, the refund policy above applies. The school will inform students of the cancellation of course not less than three (3) working days before the course commencement. In such a case, the application fee will also be refunded within seven (7) working days after the announcement of cancellation of course. The period for refund excludes the publicised school holiday periods when the school is closed and staff are away.

E. Non-Refundable Fees

The following are non-refundable

- Application Fee and Fee Protection Scheme (FPS) Fee. However, in the circumstance where the school has decided not to commence a course, the application fee will be refunded within seven (7) working days after the student is notified, unless the student takes up alternative study arrangements with the school. The period for refund excludes the publicised school holiday periods when the school is closed and staff are away.
- Miscellaneous Fees paid to the school. This is refundable if the refund request was made during the Cooling-Off Period. However, a refund will be made in a 'withdrawal for non-delivery of course scenario due to the school's non-performance of its contractual obligations or if the student pass application is rejected by ICA.



- c. Third parties charges e.g. banker's guarantee, AEIS registration fee, ICA Student Pass application fee and Issuing Fee are non-refundable.
- d. No refund of any fee if the student has committed an offence and is expelled by the school after due process of investigation by a Disciplinary Committee set up by the Principal.

Refund Procedure

A. Conditions

The school's refund procedure covers the following commonly transpiring situations when they are approved.

1. School's non-performance
2. ICA not approving the student pass
3. Student changes his/her mind during the 10 days cooling off period
4. Student's withdrawal
5. Course deferment
6. Course Transfer

B. Procedures

The procedure for student initiated refund (due to Student's withdrawal / change of mind during 10 days cooling period, etc) is as follows:

1. The student fills-up and submits the Withdrawal Request Form to the school requesting a refund with the reasons.
2. The Office Manager processes this form.
3. Office Manager looks into the student's eligibility for a refund. She calculates the amount of refund and email to the student/parent/guardian showing the breakdown of the refund. The student/parent/guardian then acknowledges in email regarding the calculation of the refund.
4. Office Manager presents the case to CEO/COO for approval.
5. After the CEO/COO has approved, the Office Manager refunds the money directly to the student. Where possible (e.g. refund in cash) the student signs an acknowledgement confirming the receipt of his money.

The procedure for a school initiated refund (due to the school not performing / ICA not approving the student pass, etc) is as follows:

1. The Principal / Management Team decide not to run the course.
2. Upon confirmation that the course will not run or that the student pass application has not been successful, Office Manager calculates the amount of refund due to the students and obtains approval from CEO/COO to give the refund.
3. Office Manager refunds the money directly to students. Where possible (e.g. refund in cash) the student signs an acknowledgement confirming the receipt of his money.



Dispute Resolution Policy

On disputes, it is the school's policy to try to reach a fair and amicable solution (that is, a solution is found to address the grievance that is fair and acceptable to both parties, the student and the school).

The aggrieved party, the student, must submit the grievance in writing to the school.

Principal will assign the relevant staff to establish the facts of the case and complete the necessary investigation within 7 working days.

The assigned staff will decide whether the complaint/grievance is justified, and if so, offer a solution to the student.

If the student accepts the solution, no further action will be pursued except to record and file the grievance and solution.

If the student declines the solution, the grievance will be referred to the Principal who will review the case and offer a second solution. All these proceedings would be completed within 21 working days and complainants are kept informed of the status.

If the student still refuses to accept the second alternative, the school will propose that the matter be brought to the attention of SSG via SSG feedback portal. Alternatively, please call SSG hotline at 67855785 to reach SSG.

SSG Mediation-Arbitration Scheme can be found at <https://www.ssg.gov.sg/cpe/student-services/dispute-resolution.html>

The Grievance Procedure is shown in the next page.



Dispute Resolution Procedure

INTEGRATED INTERNATIONAL SCHOOL DISPUTE RESOLUTION PROCESS



REDEFINING SUCCESS at the INTEGRATED INTERNATIONAL SCHOOL
Inclusion • Kindness • Respect • Passion • Quality

We aim to resolve disputes within 21 working days.



Feedback (including disputes)

The school empowers its staff to handle feedback (including disputes) to ensure any concerns are addressed professionally and effectively.

The school accepts feedback in hard copy (e.g. letter of complaint) or soft copy (e.g. email) from the public, staff or students.

Upon receipt of the feedback, an assigned officer will look into the feedback and discuss an appropriate solution with the student/complainant.

If a solution is not found, the feedback is escalated to the Top Management (Principal) to look into the matter.

The school gives an acknowledgement or initial response to the feedback within 3 working days of receipt.

The school targets to resolve matters within 21 working days.

Personal Data Protection Policy

Individuals may contact the Data Protection Officer for any complaint, grievance or feedback regarding how IIS is handling the Personal Data via email to info@iis.edu.sg with the subject title 'PDPA Policy' and addressed to Data Protection Officer, Integrated International School. Individuals may also write in to Integrated International School (Attn: Data Protection Officer), Capital Square 2, 21 Church Street, #01-01 Singapore 049480.



Student Discipline

Disciplinary Committee

If a student is suspected of committing an offence, the Principal may set up a Disciplinary Committee to investigate the matter and to recommend appropriate disciplinary measures. These measures may include the following:

- Counselling
- Issuance of warning letters
- Confiscation of items
- Reduction of marks (reduced to 0) or be ungraded for an assessment
- Suspension
- Expulsion
- Cancellation of student pass and repatriation to home country.

The offender may also have to pay for damages, liabilities or legal charges.

Suspension

The school may decide to suspend the student in the following situations:

- Possession / consumption of prohibited products or drugs.
- Vandalism
- Forgery or cheating / cheating in test and / or examinations.
- Physical or verbal abuse
- Misconduct related to abuse or misuse of school furniture or equipment

There is no refund to the student for the course fees that are consumed during the period of suspension.

Expulsion

The school may decide to expel the student in the following situations:

- Stealing
- Fighting, hooliganism and extortion
- Absent without valid reason for more than 7 consecutive days
- Wilful defiance of the School's rules and regulations, after having received warning letter(s)
- Serious infringements of the laws of Singapore

There is no refund of the course fees, whether consumed or un-consumed, if a student is expelled.



Dress Code for Students

Type	Male	Female
Hair	• Neat • Natural hair colour and no loud colours	• Neat • Natural hair colour and no loud colours
Top (for students with Uniform)	• Uniform must be worn at all times (except for “mufti days”) • Uniform should be neat and well-kept (not torn, missing buttons, etc.)	• Uniform must be worn at all time (except for “mufti days”) • Uniform should be neat and well-kept (not torn, missing buttons, etc.)
Bottom	• IIS uniform pants/shorts • Not Torn or Worn out Pants	• IIS uniform pants, shorts, skirts • Skirts worn should not be 3 fingers above the knee • No hipsters and skin fit bottoms
Footwear	• Closed toes shoes • No Slippers	• Closed toes shoes • No Slippers



Attendance

Attendance Requirements

All Student Pass Holders are required to maintain a record of 90% and above for each month. The school shall make a report to ICA if the monthly attendance percentage falls below 90%. Failure to achieve a minimum attendance of 90% each month may lead to cancellation of Student Pass or non-approval of an application to renew Student Pass.

Non-Student Pass Holders are required to maintain a record of 80% and above.

A student who is absent from class for seven consecutive days without valid reasons will be deemed to have withdrawn from the course. If the school has been unable to contact the student, the school may make a police report and cancel the Student Pass.

Absence Without Reason

This refers to students who are:

1. Absent from school without prior approval or consent from the school authorities.
2. Late for school for more than 60 minutes.

Absence with Valid Reason

Medical Leave

Students who fall ill and are unable to attend classes will have to inform the school by phone before the class commences to apply for in-principle approved medical leave. Upon their recovery, students will have to produce the medical certificate by any licensed medical practitioners for the days of their absence. In the event that the number of days on the medical certificate is less than the number of days the student is absent, the difference will be marked as absent without valid reason.

Personal Leave

Students may apply for leave to attend important personal matters that cannot be re-schedule to after-school hours, such as trips to ICA, medical check-ups, etc. All leave of this nature are to be applied 24 hours in advance and require approval from the Principal or member of the Management Team.

Hometown Leave

International students whose home country is outside Singapore may apply for Hometown Leave to attend to family matters. Hometown Leave is subjected to the approval of the Principal or member of the Management Team and has to be applied 14 days in advance. The Form Teacher has to ensure that



the course material and course assignments are given to the student in advance for the student's period of absent. All Hometown Leave will have to be submitted along with a photocopy of their air ticket for approval.

School fees

For all forms of leave, there will be no replacement lessons or refund of course fees for students.

Applying for Leave

1. Students who are unable to attend lessons on the following day are expected to apply for a Leave of Absence (LOA) form at least one working day earlier, or within five working days following the last day of their absence, using the LOA form. The LOA form must be submitted together with supporting document(s) (if any) to the teaching staff.
2. For students below eighteen [18] years old; parent/guardian's approval is sought by the school upon application of leave.
3. Principal reviews the leave application and approves or disallows the application based on the reasons given. One factor that is considered would be the attendance record of the student.
4. In evaluating leave applications, Principal is inclined to disapprove applications or scrutinises closely the reasons given when the student
 - has taken more than 14 days of Medical Leave over the duration of the course.
 - applies to take, in a month of studies, more than 2 days of personal leave to attend to personal matters.
 - applies for Hometown Leave where the no. of days applied for is more than 2 times the duration of the course in months, or the period exceeds 15 days.
5. The student will be informed of the outcome of the leave application.
6. Student's Form teacher shall be notified of any approved leave. The Office Manager shall record the approved leave in the attendance sheet and the database.
7. The Principal's decision is final for all student leave applications.



Moving to Singapore

Living in Singapore

The major types of housing in Singapore are public housing flats, condominiums, terrace houses and semi-detached houses. Almost 80% of the population live in public housing flats with the remaining 20% living in private housing.

For more information on accommodation, please refer to [Accommodation in Singapore](#)

To calculate on the cost of living in Singapore, please refer to [Cost of Living Calculator](#)

Healthcare Services

The Ministry of Health (MOH) believes in ensuring quality and affordable basic medical services for all. Singapore's healthcare system is designed to ensure that everyone has access to different levels of healthcare in a timely, cost-effective and seamless manner.

For more information on our healthcare facilities and schemes, please refer to [Singapore Healthcare Services](#)

Telecommunications

Singapore has a highly developed communication system and it is recommended that the student bring a mobile phone into Singapore and purchase a top-up card for immediate use and to contact family members back home. To purchase a mobile phone, the student will need to be at least 16 years old and you have to produce the student's pass, passport and proof of billing address at the time of purchase.

For more information on the list of Telecommunication and Postal Service Licensees, please refer to [IMDA Licensed Telecommunication Providers](#)

Transport

Getting around Singapore is easy and convenient using local public transportation due to our highly developed transport infrastructure and system of taxis, buses, private hired cars, Light Rail Transit (LRT) and Mass Rapid Transit (MRT).

For more information on the mode of transport, please refer to [LTA | Getting Around](#).



Miscellaneous Medical Conditions Of Students

If a student is discovered to have a medical condition that is infectious or contagious, the Management of the school will use its discretion to send the student home immediately. An example of such a condition is when a student is found to host lice.

The concerned student is not allowed to return to the school until he/she is certified free from the condition and fit to return to school by a registered doctor. A letter from the doctor is required to be submitted to the school before the school can consider to allow the student to resume class.

The school's Management will have the discretion on deciding whether to allow the concerned student to return to the school as the Management has the responsibility to maintain a healthy and safe school environment.



Disclaimer Statement

The editors at the Integrated International School ensure accuracy and reliability of the data contained in these pages as far as possible. The school makes no guarantee or promise, expressed or implied, regarding the accuracy of content of the pages served by this service.

Any inaccuracy found in this Handbook will be brought to the attention of the Integrated International School and will be attended to and amended immediately.

The school reserves the right to alter any information in this Handbook in relation to procedures, fees and regulations and to discontinue or vary courses and services at any time without notice.

The school accepts no liability for any loss a person suffers if that person has directly or indirectly relied only on information published within this Handbook.



REVISION HISTORY

Changes made	Date of revision	Approved by
Updated About the School Added Termly Assessment and IIS Examination Exemptions Added Student Pass Matters Updated Appeal Policy and Procedure Updated Complaints Added Moving to Singapore	1 Aug 2023	CEO/COO
Updated Welcome Message from Founding Principal. Updated Mission, Vision and Values Updated Our Location Updated Our Facilities Updated Safeguarding Policy and Procedure Updated Student Support Services Updated Fee and Fee Protection Scheme Updated Course Assessment Updated Transfer & Withdrawal Policy and Procedure Obsolete Acknowledgement Form	1 Feb 2024	CEO/COO
Updated Our Facilities	15 Apr 2024	CEO/COO
Updated ERF registration dates	15 July 2024	CEO/COO
Updated on Refund Policy and Procedure Updated Dispute Resolution Process Flowchart Updated Personal Data Protection Policy contact information	1 Oct 2024	CEO/COO
Revision history prior to Guidance Document 4.0 has been archived. Updated Committee for Private Education (CPE) to SkillsFuture Singapore (SSG) (Overall) Updated “Who we are” Updated repetition of the Core Values Updated Forms of disabilities	2 May 2025	CEO/COO



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Updated Non-Payment of Fees Added in IIS Examination Accommodation and Access Arrangements Added Re-sitting and/or deferred sitting of assessments Updated title to IIS Assessment/Examination Code of Conduct – Candidates and its contents Updated Transfer & Withdrawal Policy and Procedure Updated the standard student contract version Updated non-refundable fees Updated title to Feedback (including disputes) Updated Applying for Leave		
Updated Our Facilities Updated Criteria for Grading and Awards Updated Moving to Singapore - Transport	15 Oct 2025	CEO/COO



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Thank You